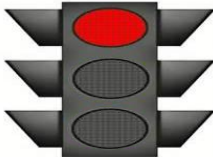
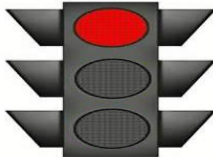


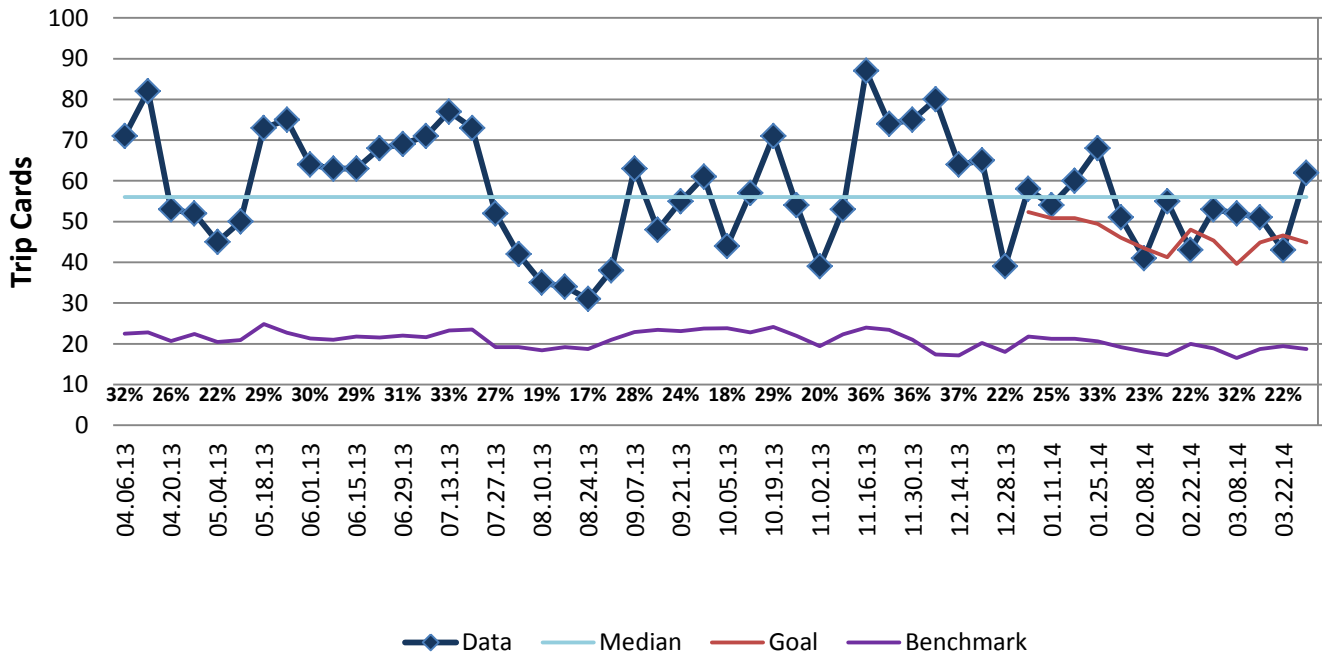
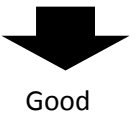
# Number of Trip Cards With One or More Errors

## Public Works & Assets SWMS

### 5/13/2014

Measurement method		Why measure?		What is our goal?	
Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors		Ensure accurate data for reports & data decision making		Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014	
How are we doing?					
03.31.13-03.29.14 12 Month Avg Goal	03.31.13-03.29.14 12 Month Average		03.23.14-03.29.14 Goal	03.23.14-03.29.14 Actual	
46	58		45	62	
Trip Cards	Trip Cards		Trip Cards	Trip Cards	
			Performance Stoplight Key		
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		

## Number of Trip Cards With One or More Errors



LOUISVILLE METRO  
**OFFICE OF  
PERFORMANCE  
IMPROVEMENT**

